

**DIVISION OF PUBLIC
WORKS
NEIGHBORHOOD
IMPROVEMENT**

MISSION

To Make Noticeable and Sustainable Improvement in Every City of Memphis Neighborhood through Education, Engagement and Enforcement of the City's Property Code of Ordinances.

SERVICE CENTERS

- Code Enforcement
 - Enforcement and Engagement
- Ground Services
 - Enforcement and Engagement
- Memphis City Beautiful
 - Education and Engagement

NEIGHBORHOOD IMPROVEMENT SERVICES

-Memphis City Beautiful-

- Leads the charge in Education and Engagement initiatives.
- Support over 769 clean-ups annually with approx. 29,122 volunteers.
- Toolbank
 - Hand tools and supplies (rakes, gloves, garbage bags, etc.) available for pick-up to support up to 75 volunteers
- Mobile Toolbank
 - Hand tools and supplies delivered for large (10 parcels or more) clean-ups
 - Motorized Equipment (lawn mowers, blowers, etc.) available to insured non-profits
- 52-Clean
 - Report Littering Motorist

NEIGHBORHOOD IMPROVEMENT SERVICES

-Ground Services-

- Ensures high grass/weeds at vacant properties are “managed.”
- Provide over 35,000 cutting service annually on approximately 9,500 privately owned vacant and abandoned properties.
- **Process**
 - Complaints received through active canvassing and/or citizen calls
 - Compliance Specialist visits location and confirms violation (>12”).
 - Notice sent to owner requesting yard to be cut within 10 days.
 - If not cut by owner, vendor assigned to cut within 5 business days.
 - Bill sent to owner and lien placed on property.

NEIGHBORHOOD IMPROVEMENT SERVICES

-Code Enforcement-

- **Protect the health, safety and welfare of citizens through the enforcement of our city property codes for existing residential properties.**
- **During calendar year 2014 our Code Enforcement Office received over 28,000 service requests for various violations and demolished over 563 properties (including multifamily apartment complexes and commercial properties).**
- **The most common violations reported include parking in the yard, high grass at occupied properties, junky yards, abandoned structures open to casual entry and/or structures that need significant repair.**

NEIGHBORHOOD IMPROVEMENT SERVICES

-Code Enforcement Process

Non-structural/Minor Structural violations

- Complaints received through active canvassing and/or citizen calls
- Code Inspector visits location and confirms violation.
- Notice sent to tenant and/or owner requesting compliance within 14 days (non-structural) or 45 days (structural).
- If not brought into compliance, the owner is summons to court.
- For structural violation, the owner is either summons to court under the Court summons rehabilitation process or prosecuted under the NPA by City Attorneys.
- Once in environmental court, any additional enforcement efforts are dictated by the Judge.

Severely Dilapidated Properties

- Referred to condemnation by Code Inspector (meets 51%)
- Legal procedures, notices and hearings (title searches, etc..).
- Typically, demolished within 4 months of condemnation referral.

TOP TEN COMMON CODE VIOLATIONS



1. ACCUMULATION OF JUNK, TRASH AND DEBRIS



2. OPEN STORAGE OF MATERIAL AND FURNISHINGS



3. STORING & PARKING INOPERABLE VEHICLES



4. EXCESSIVE WEEDS, GRASS, TREES AND SHRUBS



5. SUBSTANDARD STRUCTURES AND FENCES



6. OFF STREET PARKING



7. SPECIAL USE/RECREATIONAL VEHICLES



8. COMMERCIAL VEHICLES



9. ABANDONED AND DERELICT STRUCTURES



10. GENERAL SERVICE OR REPAIR SHOPS



NEIGHBORHOOD PRESERVATION ACT (NPA)

- **Suit against Vacant/Abandoned Property Owners**
 - Unoccupied residence
 - Public Nuisance
 - Not maintained to community standards
 - Supported by 3 more violations within one year
- **Requires Owners to Abate the Public Nuisance while under court supervision**
- **Possible Results**
 - Total rehabilitation of the property
 - Demolition
 - Possible Receivership
- **Typical City Actions taken on the following properties:**
 - Commercial, Multifamily, Corporate owned, Probate issues, Evasive out of town owners, Owners with Multiple properties in violation

VACANT PROPERTY REGISTRATION ORDINANCE (VPR)

- Requires Owners and Mortgagees of vacant, abandoned and tax delinquent properties to register with City of Memphis
- Mortgagees are required to pay an annual registration fee of \$200
- Generated over \$300,000 to date

2015 ACCOMPLISHMENTS

■ Education

- Launched Educational Campaigns with Public Service Announcements (PSAs)

[Code Enforcement PSA](#)

- Memfacts

<http://memfacts.org/government>

■ Engagement

- Faith-In-Action – over 12,000 volunteers
- See ClickFix
- Adopt A Block
- I-Tracker

2015 ACCOMPLISHMENTS

■ Enforcement

- Received over 68,890 service Requests (37% of 186k City Total)
 - Grounds – 39,001
 - Code Enforcement – 29,889
 - Less than 9,092 outstanding

Status	Nov. 2014	Nov. 2015	To Date
Outstanding SRs	9,515	11,116	9,092
Open	1,411	824	591
In Progress	6,708	7,215	6051
Condemnation	1,198	564	240
NPA	369	811	768
Court	394	1,702	1332
GS SR Closed	30,759	45,722	-

DEMO & BOARD-UP STATS

FY 15 Total Demolitions Units District	
District 1 totals	19
District 2 totals	0
District 3 totals	167
District 4 totals	123
District 5 totals	73
District 6 totals	205
District 7 totals	256
Total	843

FY 15 Total Board-up Units by District	
District 1 totals	32
District 2 totals	8
District 3 totals	119
District 4 totals	252
District 5 totals	109
District 6 totals	184
District 7 totals	128
Total	832

LARGE DEMOLITIONS



- **Oak Park Apts**
263 S. Willet – Dist. 4)
- **Executive Inn**
3222 Airways – Dist. 3)
- **Winchester Gardens**
1895 Winchester – Dist. 3)



- **Marquis Gardens**
2331 Dwight – Dist. 4
- **Gardenwalk Condos**
3910 White Owl – Dist.



ADOPT-A-BLOCK LITTER FREE SCHOOL PROGRAM

- Open to 20 schools in areas with problems of blight.
- Purpose to educate students about the negative impacts of litter.
- Allows students, teachers and parents to take action & develop positive behaviors toward handling trash.
- Schools commit for 2 years to conduct cleanups, litter alerts on intercom, student/parent signed pledges, educational activities & contests such as litter essays, lyrics, creative videos, and a special “design a trash can” art contest.
- Memphis City Beautiful will provide participating schools a \$500 gift card, outdoor sign, banners, a school pep rally, clean up starter kits, great prizes and awards.
- LFS Program will be launched in 2016.



MOW TO OWN

- Effective January
- Eligibility
 - Adjacent Property owners
 - Properties > \$500 and less than ½ acre
- Process
 - Contact Shelby County Landbank to determine if property is eligible.
 - If yes, contact City of Memphis Real Estate Department to complete application and pay \$175 Fee.
 - Maintain property twice a month to receive \$25 credit up to \$1,375.
 - Compliance confirmed by Grounds Services

BLUFF CITY SNAPSHOT



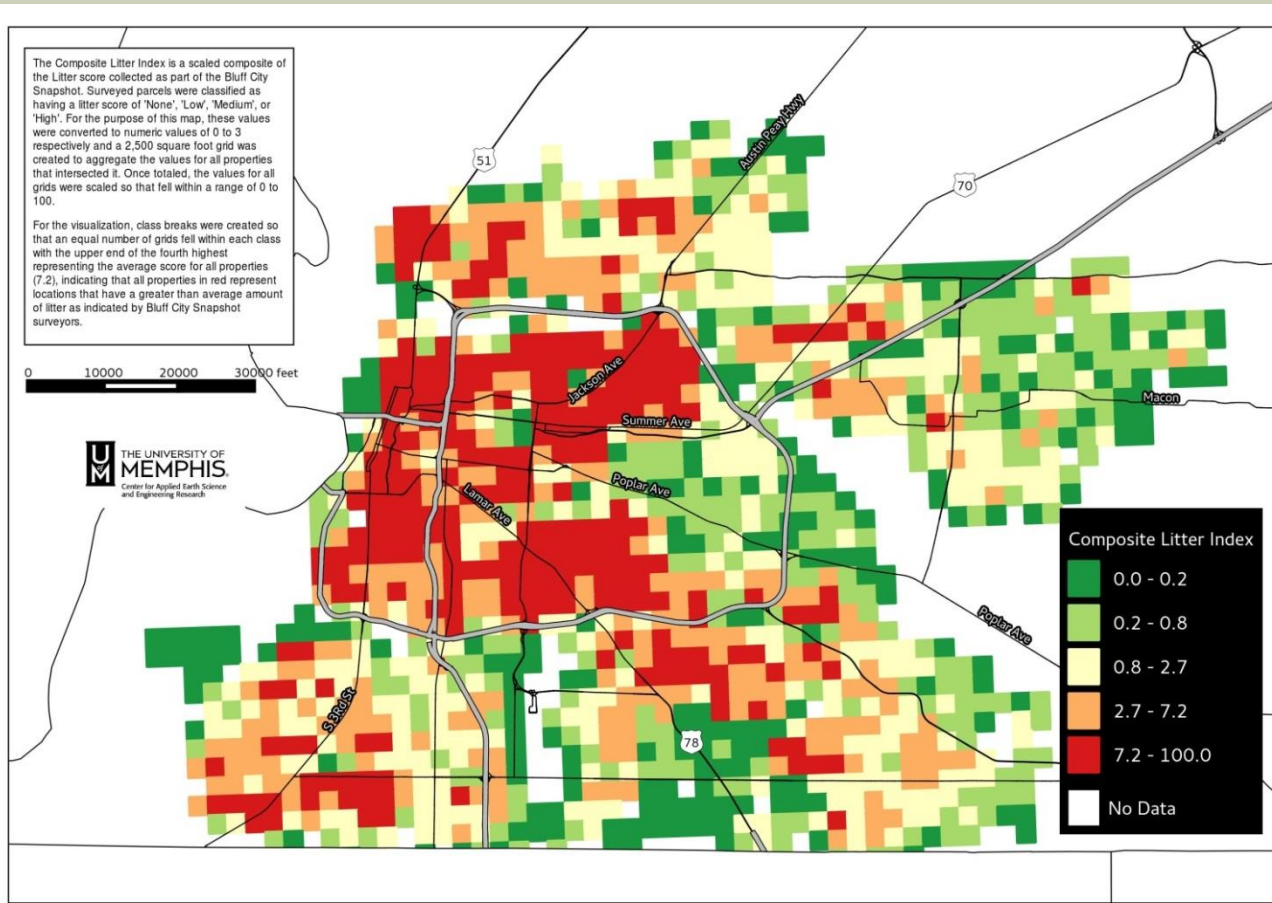
■ Purpose & Benefits

- Define and Quantify Blight
- Prioritize time and resources
- Data – Driven approach for development blight strategies

■ Accomplishment

- Over 231,000 total parcels surveys
- 111 volunteers
- 38 teams

LITTER INDEX FROM BCS



NEW LOCATION

**4225 Riverdale
Memphis, Tennessee
(901) 636-7464**

Q AND A